



# The Protector

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Spring 2009

*"Motivation*

*is*

*what*

*gets*

*you*

*started.*

*Habit*

*is*

*what*

*keeps*

*you*

*going"*

**Jim Ryun**

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## Are you on Twitter?

### Have you heard of Twitter?

**Twitter is a service for friends, family, and co-workers to communicate and stay connected.**

**Santa Fe Protective Services has just started a twitter account to network and keep employees informed. Create an account (if you don't already have one) at [www.twitter.com](http://www.twitter.com) and follow us to keep informed with SFPS.**

**Our twitter account is [Twitter@SantaFeps](https://twitter.com/Twitter@SantaFeps)**

## Employee of the Quarter

### The Rescue Workers

The Albuquerque Office handles many events throughout the year. Some of these events call for one or two guards, some call for an entire army. Regardless of the forces required, though, planning is necessary. Guards must be called and scheduled, uniforms secured, water and ice delivered and distributed. To the outside observer, this all seems to happen automatically...almost magically. When there is an occasional hiccup (the water's too warm or the ice is the wrong shape), we hear about it. But, by and large, these events come off without a hitch. With every event, there is the potential for real excitement and drama. Not at the event itself; but, rather, at the office as we desperately try to find a substitute for the schedule guard who has had to "call off". That's where our **EMPLOYEES of the Quarter** come in.

The Albuquerque Office is very fortunate to have a team of individuals that seem to be available 24/7 to come to the rescue when we need it most. Their value to the company is immeasurable. They allow us to confidently schedule for events, regardless of time, location or weather.

Our team of Rescue Workers includes: Richard and Judy Eubank, Kim Fields, Andrew Garcia, Chris Gourley, Richard Gunn, Marie Hall, Paul Kanyer, Corlan Keller, Robert Lank, Maron Mangan, Michael Price, David Reilly, Ken Reynolds, Eileen and Irene Romero, Antonio Sanchez, John Southerland, and Lee Whiteaker. Many thanks to all of you.



## Business Operations

This has been a very fast based and productive winter period that we have recently broken through. Both operations and Business Development faired the winter as well as we could have hoped. Following highlights indicate our activities and other items of interest.

- \* The poor economy does have an upside to our business as we have more perspective employees who are applying for work. As a result we are able to keep our attrition rate lower and fill vacancies much more efficiently. This has a significant impact on the dollars we ordinarily spend to hire new employees. Our overtime percentage (excluding hours that are billable as overtime) rate has been very good by industry standards, for well over a year however during the past few month's it has dropped in half. This is a result of both good management oversight and availability of personnel.
- \* We have acquired several contracts in the Albuquerque area since our last newsletter. While none are large, they are sizable enough that caused us to hire personnel specifically for the projects. Our Albuquerque Manager (Carl Stenger) coordinated these contracts and performed all start up activities. Special thanks to him for being on the constant look out and taking the initiative to follow up and get them running.
- \* We have submitted more bids this past year than all other years combined. We have five pending as of this date. While the success rate is not as high as we had hoped, the fact is on each of these proposals, we learned from our shortcomings and strengths and made modifications on future proposals.

Several of our larger contracts are expiring this calendar year and we are preparing for re-compete or perhaps a direct award.

## Human Resources

### Sexual Harassment

There are a lot of issues that happen at work on a daily basis and most of them will be forgotten in a day or two, but sexual harassment is not one of them. Unfortunately, it is worse when your harasser is your boss, a co-worker, or a client. Often the person doing the harassing feel that they have a power over you and because of who they are, you feel helpless to say anything in this situation. You worry about offending them or even being fired. While these are valid concerns, ignoring the situation can result in something even worse.

Sexual harassment does not go away. It could start with something as simple as a subtle touch or standing too close or them rubbing your back. If this bothers you and you don't say anything about it, the harasser will get the message that it's okay to treat you this way. The longer this behavior goes on, the more at risk you become. If you feel you are being sexually harassed you need to take the following steps:

- 1) Keep a Diary – Keep a notebook with entries describing each time you are harassed. Write down the specifics of the incident, including exact language used, date and time and any witnesses that may have been present. Keep the log at home, not at work.
- 2) Talk to people that you trust, it is important that you have support in this situation. These individuals may have useful advice for you and can serve as a witness later.
- 3) Confront the individual that is harassing you – This is hard for most people to do but is also empowering. Let them know that you want the inappropriate behavior to stop and that they are making you uncomfortable. Be specific. Warn them that if this doesn't stop you will be taking drastic action to have it stopped.
- 4) Get help from above – Go to the harasser's supervisor or manager, to Human Resources, or to the company president if necessary, but make sure that the company is made aware of what is going on.

Please do not be quiet about these situations. It is unfair for anyone to have to deal with sexual harassment. By speaking out you will stop the harasser and maybe stop someone else from being harassed.



# Operations & Contract News

## Albuquerque Area Office & Carl Stenger IV



*"It's never*

*too late*

*to be*

*who you*

*might*

*have been"*

George Elliot

These last few months have been very busy at the Albuquerque Office. Basketball games (both College and High School) have kept the event staff hopping. In particular, the NMAA (New Mexico Activities Association) High School Basketball Tournament kept all of the event staff busy for a full week. As was the case last year, Andrew Garcia (one of my fine event supervisors) took vacation time from his regular job just to help organize and run this huge event. That kind of dedication and loyalty to a (normally) part-time job is virtually unheard of. On behalf of everyone at the Albuquerque Office: Thanks, Andrew, for a job very well done!

Barely a week after the conclusion of the High School event, the Event Staff was deeply involved in the first two rounds of the Women's NCAA Basketball Championship (being held at "the Pit"). Despite last minute scheduling changes, everyone turned in a stellar performance.

Now, not even a week after the conclusion of basketball, our Event Staff is gearing up for the Professional Bull Riders Event (also being held at "the Pit"). Anticipation and excitement is running very high. As with every other event that the Albuquerque team tackles, I expect this one to "come off without a hitch". Santa Fe Protective – Albuquerque is truly fortunate to have such a great group of Special Event staffers.

Meanwhile...

All our "core" posts and contracts are all humming along nicely. Since the last newsletter, we've added one new contract and expanded an old one. The new contract is with the Forestry Service. We're providing over 60 man hours of coverage a week. The expanded contract puts us back at the Honeywell Airpark location.

The DTRA, Honeywell, NNSA, Gulfstream, Enterprise Builders, and Thermo-Fisher locations are all doing quite well. We have two employees who are designated "part-time", they have nevertheless found themselves bumping the 40 hour mark almost every week. Apparently, employees with vacation time available seem compelled to use it. Who knew?!

Our crew of UNM "core" employees is dealing with dynamic schedule changes as spring break comes and goes. Everyone is doing a fine job. Thanks so much for your dedication and hard work.



## Recognizing and Eliminating Hazards



Hazards can be found everywhere in the workplace. Some are really apparent while others are so small and ordinary that they go virtually unnoticed. A Workplace Hazard is any kind of object that could result in injury, disease or death. Sometimes, the indicators to these hazards are not immediately considered or they are invisible.

For instance, did you know that younger workers on the job (ages 15 – 24) are more likely to be injured than older experienced workers?

Or that experienced workers that use the same tool everyday, all day are susceptible to repetitive strain injuries?

While many facilities have their own specific health and safety issues there are issues that are common to almost all industries. The single biggest cases of injuries in the workplace are conditions that lead to slips, trips and falls. They comprise more than half of all reported injuries. Employees can help to reduce these slips and trips by looking around for hazards such as uneven floors, electrical cables and areas where spillages have occurred.

The ways to reduce such risks include: 1) cleaning up spills immediately, 2) positioning equipment to avoid cables crossing pedestrian routes, 3) keeping walkways clear of debris, 4) securing rugs and mats so that they don't move or the edges don't curl up, 5) providing and using handrails, 6) marking or placing signs in areas where the floor slopes and 7) making sure that employees have the proper footwear for the workplace.

**It is every employees duty to set a high standard for workplace safety, are you doing your part?**

## Contract News Cont'd

### NDIC & Tom Vitko

Hello to all the sites from NDIC at Johnstown, PA. We are still trying to break out of this winter grip - one day it's nice and then two days later it's down in the teens. Most of country has heard of Punxsutawney Phil. On February 2<sup>nd</sup>, the famous weather predicting groundhog saw his shadow - SIX MORE WEEKS OF WINTER!

There isn't too much going on at NDIC that I can talk about - we are starting to gear up for our GSA training manual. This is the year that each officer will have forty plus hours of training in firearms, GSA rules/regulation, and much more. There is one more year of the contract here at NDIC and we all feel assured that SFPS will be with us for another 5 years.



### Carlsbad Area Office (Armada Sentry Concepts) & Scott Yokley

Hello, and Happy Spring from everyone in Carlsbad, New Mexico. Not much activity with the contracts here. Thank you to all Armada employees that work extra hours to be sure contracted hours are covered. Recruitment of employees has been difficult. The Carlsbad Medical Center recently was on high security alert due to a gunman in the area.

If you need an escape as the weather warms up, think about visiting the Carlsbad Caverns and the Living Desert State Park.

### Air Force Academy & Roy Wunderlich



*USAFA's 51st  
Graduating Class*

As the Air Force Athletics scheduled events wind down, we begin preparation for another amazing event, which we are proud to be a part of and play an important roll, The United States Air Force Academy Graduation. The 51<sup>st</sup> Graduating Class Ceremonies will take place on May 27, 2009. In anticipation of the numbers we will be asked to provide, all available SFPS Employees who have not yet notified the office of their availability, should do so ASAP. Vice President Biden was invited to be the guest speaker, although at this time he has not accepted the invitation. For those of you who have worked the Graduations in the past know that the guest speaker has a significant impact on the numbers SFPS provides. It will depend upon who the speaker is and if the VP accepts the invitation; we can expect to be working with the Secret Service again, like last year, as well as continuing to work with and for the AF Security Forces.

Many Thanks go out to the Staff covering the Winter Events at the Field House and the Cadet Gym. Several days had multiple Events scheduled, some were not completed before the next one was beginning. These were challenging days, but the experienced Staff worked well through many issues. The Men's and Women's Basketball Teams were a disappointment to all as they went winless in conference regular season play. On the other hand, the AF Hockey Team (23-9-2, 20-6-2 AHA) will host the Atlantic Hockey Association (AHA) Quarterfinals best of three games. This is the third consecutive year the Falcons have hosted the Quarterfinal playoff games, their first year as the Number 1 seed. They were Co-Champions of the AHA along with RIT (21-11-2, 20-6-2 AHA) after splitting the final two games in Rochester NY. The great success of this team made our job a greater challenge as well. The Falcons top the Nation in Attendance per capacity. They are averaging 2,630 fans per game, which is 105.1 % of the Cadet Ice Arena's capacity of 2,502. We have had nights that the fans, loud and excited, exceeded 3,000; we were almost out of standing room. This success has supported our operations as several games required additional staffing some with parking detail and addition ushers that we will have through the Playoffs.

While it is easy to get excited about the Home Team, I would like to share with Carl and his staff in Albuquerque. Congratulations on a tough season working the "PIT" as the UNM Lobos (21-10, 12-4 MWC) finished as Co-Champions in the Mountain West Conference. The "PIT" is a ruthless Arena and with the Lobos playing, I am sure the place was out of standing room - making their jobs every bit as much and more challenging.

Thank you to all Event Staff Employees for your dedication, hard work, and maintaining in an often-grueling environment, with hostile, disgruntled, or just out of control cheerful fans. Not to mention the University and Academy Event Managers, who feel as much pressure as we do and why they ride us so hard. It is all for a successful and safe environment for those fans, for without them (the fans), we wouldn't receive a paycheck.

# Birthdays & Employee News

## April

Jake Candelaria  
 James Frazier  
 Diana Sanderson  
 Jennifer Pearson  
 James Patterson V  
 Thomas Vitko  
 Ralph Howell  
 James Zegien  
 Robert Robinson  
 Allen Lowe  
 Carl Stenger IV  
 Sande Courmoyer  
 Beth Niewald  
 Charilyn Hicks  
 Alberta Martin  
 Randall Hency  
 Champ Krigbaum Jr.  
 Judith Swann  
 Anne Shimek  
 Steve Espinoza  
 Ken Gresko  
 Jared Wiedmer  
 Kathy Rogers  
 Mary Robinson  
 Aaron Hendrix  
 Stephanie Garber  
 David Reilly  
 Carlos Sanchez  
 Maron Mangan  
 Jason Fields  
 Robert Lank  
 Brian Tuohy  
 Amanda Jones  
 Kristin Fields  
 Robert Mercier  
 Miguel Ojeda  
 Roland Gutierrez  
 Jose Rael  
 Lee Campbell  
 Brett Cutts  
 Lou Naranjo  
 Larry Gilbert  
 Jaime Biggerstaff  
 Andres Gonzales

## May

Byron Green  
 Leon Buchans  
 Lezlee Guy  
 Malinda Souza  
 James Barrett  
 Marissa Trambulo  
 Rene Montoya  
 Zachary Madrid  
 Phyllis Randolph  
 Henry Lake  
 Eilene Romero  
 Irene Romero  
 Alfred Spaeth  
 Maurice Graff  
 Robert (Bob) Hill  
 Earl Graff  
 Mark Rhodus  
 David Martinez  
 Matthew Gostomski  
 Jose Gutierrez  
 George Poli  
 Michael Price  
 Judith Kaley  
 Jill Ingraham  
 Ted Ortiz  
 Shalla Yokley  
 Erick Morales  
 Matthew Reed  
 James Love  
 Brigette Childs  
 Steve Martins  
 Robert Donovan  
 Bonnie Coleman  
 Connie Dayton  
 Sandra Vigil  
 Michelle Contreras  
 Cesar Sanchez  
 Jonathan Martinez  
 Cynthia Hernandez

## June

Sherrie Wilson  
 Jeremy Baird  
 Jimmy Stoneking  
 Cheryl Bowen  
 Carol Pheasant  
 Lawrence Pischke  
 David Dovala II  
 Yanya Schumacher  
 Donald Fuhrman  
 Cressandra Lee  
 Joyce Willener  
 Charles Wood  
 Del Klipp  
 Deborah Worthey  
 Cynthia Hendriz  
 Judy Strong  
 Sarah Troiano  
 James Decker  
 Leon Durbin  
 Richard Bauer  
 Carlos DeAndera  
 Brenda Trost  
 Dianne Byrd  
 Johnnie Griego  
 Stanley Aragon  
 Harry Owens  
 Daniel Dannar  
 Antonio Fernandez, Jr.  
 Paul Kanyer  
 Crystal Vargas  
 Lee Vest  
 Renee Dimas  
 Brian Hendrix  
 Susan Parker  
 Leland Lujan  
 Manuel Chacon  
 Kenneth Peters  
 Richard Carnes  
 Kenneth Boger  
 Primitivo Gonzales  
 Robert Archuleta  
 Adrian Alderete



Happy Birthday To Everyone!!!



## Employee News & Recognitions

### ABQ Office:

Robert Hill is scheduled for additional surgery. It has been a long road to recovery but we hope to see Bob back at work soon.

Leon Buchans, a member of our fine DTRA team, has recovered from his injuries and is back on post.

### AFA (ID Checkers):



On September 24, 2008 about 1320 hrs, a vehicle approached Charlie 1 Gate, and the person presented his proximity badge. Airen Blush checked the badge per procedure and instantly noticed the badge was invalid due to an expired date. The person responded with surprise that the proximity badge was expired. He explained that it was important for him to continue and would she over look the expired badge this one time. Ms. Blush was not intimidated by the individual's consistent attempts to enter the area. The Individual then identified himself as the United States Air Force Academy, 10<sup>th</sup> Air Base Wing Anti-terrorism inspector, and (providing valid credentials). The Inspector, Ms. Blush and the Security Forces member returned to the Gate Shack. The Inspector told Ms. Blush that she passed the inspection and he was very impressed with her appropriate response to the situation.

As a result of Airen Blush's appropriate actions and her professional demeanor she received a certificate of recognition from the 10<sup>th</sup> AB Wing Commander, Colonel Jimmy E. McMillian, in a formal recognition ceremony.



*Summer Edition will be out in June 2009*